



## **Daniel J. Schreiner**

As the Medicare Beneficiary Ombudsman, Mr. Schreiner focuses on resolving systemic issues that impact people with Medicare. His focus is on assisting beneficiaries with inquiries, complaints, grievances and appeals as well as requests for assistance from beneficiaries about any aspect of the Medicare program.

As the first Medicare Ombudsman, Mr. Schreiner assisted the Agency in identifying and addressing beneficiary issues during the implementation of the Prescription Drug Benefit which offered drug assistance to more than 24 million seniors. He has helped the Agency achieve more effective customer service to the more than 42 million Medicare beneficiaries by facilitating a weekly national caseworker calls with CMS staff, where systematic issues and methods for providing uniform assistance to beneficiaries on common problems are discussed.

The Office of the Medicare Ombudsman has a staff of senior casework analysts who resolve problems for beneficiaries who need individualized assistance because of a critical health need or financial circumstance. In efforts to provide assistance to vulnerable populations of people with Medicare, Mr. Schreiner has led efforts within his Office to design and implement the SHIP Technical Assistance Program which provides a mechanism for direct service providers to learn more about assisting Medicare beneficiaries with a mental illness.

Prior to joining CMS as the Medicare Ombudsman, Mr. Schreiner worked as an HIV/AIDS Healthcare and Financial Consultant, providing technical assistance to state and federal HIV/AIDS programs, assisting private industry in delivering HIV/AIDS drug treatments and services, and working with partners and community organizations to assure access to care and treatment for those living with HIV/AIDS.

Mr. Schreiner has also worked with the Health Resources and Services Administration's HIV/AIDS Bureau's AIDS Drug Assistance Program as an Expert Appointment. His projects include assisting states with forecasting future FY ADAP budgets and expenditures and evaluation of state insurance options for the purpose of purchasing health insurance for individuals with HIV/AIDS. In addition, Mr. Schreiner worked in conjunction with HRSA regional project officers to monitor and address state and regional ADAP issues.

Mr. Schreiner received his Bachelor of Science Degree in International Business from the University of Akron in Akron, Ohio and his Masters in Health Science Degree in Health Policy and Management from The Johns Hopkins University School of Public Health in Baltimore, Maryland.